

***This is only a **preview** of the exam task statements for the Training & Experience Examination. You will be asked to respond to each task statement indicating how your training and experience relate to each. To take the actual exam, please refer back to the bulletin and click the “Click here to go to the Internet exam” link at the bottom of the bulletin.

Training and Experience Evaluation Preview Personnel Supervisor 2

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the hiring process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

To answer all the test items (task statements) in this exam, you will be required to either choose from among the provided answers, or to enter (type in) specific information about your experience, your education, and your formal training. Educational and work references will also be requested.

Be prepared to give specific information about the length and breadth of your work experience. Also, be prepared to provide specific information about where you received your education and training. Providing the type of education and/or formal training courses will also be necessary to complete this online examination.

Verification of References

Before a hiring decision will be made, your responses will be verified. A hiring manager or personnel staff member will contact the references you have provided to confirm job dates, experiences, duties, achievements, and/or possession of knowledge, skills, and abilities. Failure to provide adequate references AND contact information may significantly limit our ability to make a job offer.

Instructions

Rate your experience performing specific job-related tasks.

Respond to each of the following task statements by indicating how the statement applies to you. You are required to respond to every question and provide relevant examples. Also, indicate the references who can verify the information provided.

In responding to each statement, you may refer to your WORK EXPERIENCE, whether paid or volunteer, your EDUCATION, and/or FORMAL TRAINING COURSES you have completed.

PLEASE NOTE: This examination is designed to gain an overall assessment of your education, training, and experience as it directly relates to the duties and the knowledge, skills and abilities required for this position. Possession of specific education is **not** required to be successful in this examination; however, such achievements may substitute for desirable levels of experience. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position.

Tasks for Personnel Supervisor 2

1. Acting as a lead by mentoring staff in the performance of various personnel and/or payroll related duties.
2. Conducting personnel and/or payroll related training and providing guidance to staff ensuring compliance with various laws, rules, regulations, and Memorandum of Understanding.
3. Acting as a subject matter expert regarding difficult and complex personnel and payroll matters by providing guidance and expertise to various entities (e.g., employees, management, stakeholders, control agencies).
4. Maintaining the confidentiality of employees' personnel and payroll information (e.g., work areas, email, conversations, work materials).
5. Processing a variety of personnel and/or payroll transactions (e.g., Family Medical Leave Act, California Family Rights Act, benefits, reconciling leave and pay) to ensure efficient unit operation.
6. Providing guidance and direction to transactions staff for daily assignments to ensure work is completed in timely manner.
7. Processing and/or maintaining employment records related to events such as hiring, termination, leaves, transfers, or promotions.
8. Handling stressful situations in a professional and tactful manner while resolving disagreements using excellent communication, customer service and interpersonal skills.
9. Participating in and/or initiating the Progressive Disciplinary process to correct/improve an employee's performance/behavior or address issues of substandard performance.

10. Documenting staff performance by using evaluations and/or probationary reports to identify improvement opportunities, occurrences of noncompliance, and staff accomplishments.
11. Facilitating the hiring process by interviewing, evaluation, and scoring candidates and initiating the hiring-related paperwork.
12. Overseeing the training and professional development of staff by assessing training needs to ensure all training requirements are met.
13. Assigning and delegating work to subordinate staff to ensure to office/unit operates effectively.
14. Reviewing a variety of personnel and/or payroll program transactions (e.g., Family Medical Leave Act, California Family Rights Act, benefits, reconciling leave and pay) to ensure efficient unit operation.
15. Developing and revising internal procedures to provide direction to staff to ensure consistency, compliance and conformity with various laws, rules, regulations, policies and procedures.